

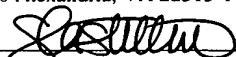
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

CERTIFICATE OF EXPRESS MAILING

I hereby certify that this paper and the documents and/or fees referred to as attached therein are being deposited with the United States Postal Service on March 24, 2004 in an envelope as "Express Mail Post Office to Addressee" service under 37 CFR §1.10, Mailing Label Number EV 381562996 US, addressed to the Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450.

Attorney Docket No: SUNMP324 / P9667

First Named Inventor: COWARD et al.


Sylvia Castillo

UTILITY PATENT APPLICATION TRANSMITTAL (37 CFR. § 1.53(b))

(Regular application claiming priority of a provisional)

Mail Stop Box Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

☐ Duplicate for
fee processing

Sir: This is a request for filing a patent application under 37 CFR. § 1.53(b) in the name of inventors:
Daniel R. Coward, Annette M. Wagner, Aaron Cooley and Tom Seago

For: SYSTEM AND METHOD FOR ADVANCED SERVICE INTERACTION

Priority of U.S. Provisional Application No. 60/460,041 filed on April 2, 2003 is claimed under 35 U.S.C. § 119(e).

Application Elements:

- ☒ 28 Pages of Specification, Claims and Abstract
- ☒ 06 Sheets of Formal Drawings
- ☒ 06 Pages Combined Declaration and Power of Attorney

Accompanying Application Parts:

- ☒ Assignment and Assignment Recordation Cover Sheet (recording fee of \$40.00 enclosed)
- ☐ Separate Power of Attorney by Assignee
- ☐ 37 CFR 3.73(b) Statement by Assignee
- ☐ Information Disclosure Statement with Form PTO-1449
 - ☐ Copies of IDS Citations
- ☐ Preliminary Amendment
- ☒ Return Receipt Postcard
- ☐ Request and Certification Under 35 U.S.C. 122(b)(2)(B)(i)
- ☐ Other:

Claim For Foreign Priority

☐ Priority of _____ Application No. _____ filed on _____
_____ is claimed under 35 U.S.C. § 119.

☐ The certified copy is enclosed.

☐ The certified copy will follow.

Fee Calculation (37 CFR § 1.16)

	(Col. 1) <u>NO. FILED</u>	(Col. 2) <u>NO. EXTRA</u>	<u>SMALL ENTITY</u> <u>RATE</u>	<u>FEE</u>	<u>OR</u>	<u>LARGE ENTITY</u> <u>RATE</u>	<u>FEE</u>
BASIC FEE			\$385	\$	OR	\$770	\$770.00
TOTAL CLAIMS	<u>21</u> -20 = <u>01</u>		x09 =	\$	OR	x18 =	\$ 18.00
INDEP CLAIMS	<u>03</u> -03 = <u>00</u>		x43 =	\$	OR	x86 =	\$
[] Multiple Dependent Claim Presented			\$145 =	\$	OR	\$290 =	\$
* If the difference in Col. 1 is less than zero, enter "0" in Col. 2.			Total	\$	OR	Total	\$788.00

☒ Check No. 10698 in the amount of \$828.00 is enclosed.

☒ The Commissioner is authorized to charge any fees beyond the amount enclosed which may be required, or to credit any overpayment, to Deposit Account No. 50-0805 (Order No. SUNMP324).

Request for Small Entity Status

☐ Applicant is entitled to small entity status.

General Authorization for Petition for Extension of Time (37 CFR §1.136)

☒ Applicants hereby make and generally authorize any Petitions for Extensions of Time as may be needed for any subsequent filings. The Commissioner is also authorized to charge any extension fees under 37 CFR §1.17 as may be needed to Deposit Account No. 50-0805 (Order No. SUNMP324).

☒ Please send correspondence to the following address:

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Date: March 24, 2004



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